

**Commonwealth of Massachusetts
MASSHEALTH
VIRTUAL GATEWAY**

CENTRAL PROCESSING UNIT

BUSINESS PROCESS



May 2005



VIRTUAL GATEWAY

Common Intake Process MassHealth Business Process



Beginning August 2004, the Central Processing Unit is accepting electronically submitted MBRs via the Virtual Gateway (VG). The data is entered online using the VG's Common Intake Data Collection Tool from pilot sites. The staff at these sites access the tool at www.mass.gov/eohhs. When the data entry is completed, the information pertinent to MassHealth is electronically transmitted to the Central Processing Unit (CPU) where it is imported into the existing MA21 system. The following is a description of the MassHealth Business Process that should be used to process the electronic forms.

Data collection can be taken either interactively (worker and applicant sitting at the computer and data is entered directly onto the Common Intake Tool) or, (*for hospitals only*) in the case of a bedridden applicant, taken at bedside.

Initiate the Application

Step 1: Check REVS and the "Search for MassHealth Applicant" link on the Virtual Gateway to determine whether an applicant is known to MassHealth. If unknown to REVS and the "Search for MassHealth Applicant" function, proceed with the following steps.

Step 2: The applicant identifies which of the 5 programs the **household** wishes to apply for.

Please note: It is important to select **all** programs that the **household** is interested in at this point in the application process.

Step 3: The applicant must be given a CMSP Fact Sheet, a MassHealth Instruction Sheet and a shrink-wrapped packet that includes—a MassHealth Booklet, a Primary Language Identification Form, a Voter Registration Form, an Insurance Partnership Brochure, a WIC Food and Nutrition Brochure, and an Eligibility Representative Designation Form (ERD). The online tool's mandatory verification box indicating that the applicant has been given these resources should be checked off.

***Please note:** In order for an application to be submitted via the Virtual Gateway, a PSI must be completed, signed, and submitted via the Virtual

Gateway. If an applicant refuses to sign a PSI, the Virtual Gateway cannot be used and a paper MBR must be used as the application.

Data Enter Applicant Information

Step 4: If there is an Eligibility Representative acting on behalf of the applicant, the ***Assisting Person*** data fields must be completed online and the ERD form must also be filled out, signed and the original sent, with the application number notated, to CPU.

Please note: For HIV applicants an ERD must be submitted in order to share notices and information.

Step 5: When determining MassHealth Family Groups, please list only one family group per application. A family group can be:

- Parents, stepparents, or adoptive parents of ***any*** age and their children under age 19 living together.
- If no parent is living at home, it can include
 - Siblings under age 19 living together or
 - Children under 19 and an adult* related by blood, adoption, or marriage, or a spouse or former spouse of one of those relatives who are all living together.
**The adult relative can include individuals who are 65 years of age or older. This adult may or may not be applying for MassHealth.*
- An individual or a married couple living together with no children under age 19.

When identifying relationships, please use the familial designations. Do ***not*** use *In Care Of* as a relationship. All family eligibility notices will be sent to the person who is designated as *Head of Household*.

Step 6: The rest of the intake process is completed online interactively with the applicant.

Finalizing the Process

Step 7: After the data entry is completed, the Electronic Application Summary is printed and given to the applicant for review.

Step 8: The Electronic Signature Page and PSI are printed after the summary. Applicant(s) (every applying adult 18 years of age or older in the household) must sign and date the signature page and PSI. These forms are retained by the provider for submission to CPU.

Step 9: If an absent parent has been identified, an Absent Parent signature page along with the assignment of rights will appear and must be printed. The applicant can sign it, and it should be sent to CPU.

Step 10: The online tool's check off box is checked indicating that the information has been reviewed and signed by the applicant(s). The following original documents are mailed to CPU in three business days—

- The VG cover sheet
- The original Electronic Application Signature page
- If appropriate,
 - Original ERD
 - Absent Parent assignment of rights and signature page

Address labels and VG cover sheets will be provided to each site for mailing the information. The application information is submitted by clicking on the *Submit button* on the online tool. Once submitted, the data will be transmitted to the legacy systems of the selected HHS programs. For MassHealth it will be sent to MA21. The mailing address for Central Processing Unit is—

Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129-0214
Att: Electronic Process

Step 11: A “next steps” document, which provides additional information regarding the application, is printed for the applicant.

Bedside Process (For Hospitals Only)

If an applicant is bedridden and unable to participate in the interactive process, the applicant information can be gathered at bedside using the paper Common Intake Application and later entered online. A paper PSI form must be filled in and signed as well. After the data is gathered and reviewed with the applicant, s/he signs the paper Common Intake Application. The worker will then access the online form and enter the information as described in the steps listed above. The following original documents are mailed to CPU in three business days—

- The VG cover sheet
- The original signature page with Applicant name, SS No., and Application No. notated. ***The last page of the Bedside application includes the signature line. The staff member should detach the signed last page and print the Applicant's name, SS No., and Application No. on it.***
- If appropriate,

- Original ERD
- Absent Parent assignment of rights and signature page

Preaddressed envelopes and VG cover sheets will be provided to each site for mailing the information.

*Please note: **MassHealth** is the only program that can be applied for at bedside.*

Faxing Verifications and PSIs

Within three business days of the online submission verifications and PSIs should be faxed to **617-241-6020**. If there is more than one PSI, an additional PSI paper form can be completed and faxed to CPU.

After three business days, they should be sent to the appropriate MEC. The Application No. and Head of Household Name and SS No., if available, should be included on all faxed documents.

*Please note: **The original signature pages, ERDs and Disability Determinations must be mailed as originals. Faxed copies are not acceptable.***

Making Data Changes After Submission

If a data change has to be made within the three-day period, fax the Change Form cover sheet along with the change(s) to CPU at **617-241-6020**. After three business days, it should be sent to the appropriate MEC. The Application No. and Head of Household SS No., if appropriate, should be included on all faxed materials.



VIRTUAL GATEWAY
COMMON INTAKE PROCESS
MASSHEALTH BUSINESS PROCESS
FACT SHEET



HELP DESK -800.421.0938—Technical questions, system issues, password requests, ordering Virtual Gateway shrink-wrap packets.

- Use the Virtual Gateway Common Intake form for applicants under 65 years of age, unless the person is a Caretaker Relative or a parent of children under 19 years of age living in the same household or is disabled and working 40 hours per month
- ♦ A **PSI** must be completed in order to use the Virtual Gateway Common Intake Form
- ♦ An **ERD** must be completed and signed if an “Assisting Person” is providing applicant information
- ♦ For **HIV** applicants, the **PSI** must be an **ERD** due to confidentiality reasons
- ♦ When determining MassHealth Family Groups, please list only one family group per application. A family group can be:
 - Parents, stepparents, or adoptive parents of any age and their children under age 19 living together.
 - If no parent is living at home, it can include
 - Siblings under age 19 living together or

CPU FAX—617.241.6020—Verifications, Change of Information Form

- ♦ Children under 19 and an adult related by blood, adoption, or marriage, or a spouse or former spouse of one of those relatives who are all living together. The adult relative can include individuals who are 65 years of age or older. This adult may or may not be applying for MassHealth.
 - An individual or a married couple living together with no children under age 19.
- ♦ When identifying relationships, please use the familial designations. Do not use ***In Care Of*** as a relationship. All family eligibility notices will be sent to the person who is designated as Head of Household.
- ♦ If an absent parent has been identified, an **Absent Parent signature page, along with the assignment** of rights will appear at the end of the application and must be printed. The applicant can sign it, and it should be mailed to CPU.
- ♦ A copy of the 2-page **Electronic Application Signature page** should be given to the applicant, advising them to use the application number when making any inquiries to the Central Processing Unit
- ♦ When faxing or mailing information to CPU, use the VG cover sheet

- ♦ After submitting the application, **mail** to CPU in **three** business days—
 - The **VG cover sheet**
 - The original 2-page Electronic Application **Signature page**
 - The signed **PSI**
 - If appropriate,
 - Original, signed **ERD**
 - Original **Absent Parent assignment of rights and signature page**

CPU's address is—**Central Processing Unit**
P.O. Box 290794
Charlestown, MA 02129-0214
Att: Electronic Process

- ♦ Verifications—**Fax** to CPU within **three** business days of the online submission—**Fax No. 617-241-6020**
- ♦ After **three** business days, verifications should be faxed to the appropriate MEC.
- ♦ The Application No. and Head of Household Name and SS No., if available, should be included on all verifications.
- ♦ The timely faxing of verifications (income and immigration) will ensure more efficient processing of eMBRs. Don't forget to write the Application number and SS No. all sent documents.
- ♦ If a data change has to be made within the three-day period, **fax** the **Change of Information Form** describing the change(s) to **CPU** at **617-241-6020**. After **three** business days, it should be faxed to the appropriate MEC. The Application No. and Head of Household SS No., if appropriate, should be included on all faxed materials.
- ♦ The Common Intake Application for MassHealth (*Bedside*) form can be used to gather applicant data and signature(s) if an applicant is unable to apply interactively with a provider. After the data is gathered and the form is signed, the provider should enter the information onto the Virtual Gateway and mail the signed, original signature page from the form to CPU.

- ♦ Contact the **Help Desk at 800-421-0938** to reorder the Common Intake Application for MassHealth (*Bedside*) form, shrink-wrapped packets, and PSIs.
- ♦ Business Process forms--Cover Sheet, Change of Information Form, and the Job Aid may be photocopied.
- ♦ *Please do not send the traditional paper MBRs and related documentation in the same envelope as Virtual Gateway applications and related information.*

DATA ENTRY TIPS

Please complete the application as follows—

- ♦ Use first name *first* when filling in names.
- ♦ On the Working sections, use the selection “*wages*” to identify income that is categorized as wages.
- ♦ If an applicant is unemployed, answer *Yes* to the question, “*Are you or any family member who is aged 19 or older unemployed (only working from time to time)?*”
- ♦ When entering the income earned for an unemployed person, do not use any symbols (\$) or punctuation marks (. ,). Enter numbers only.
- ♦ If a household includes a single parent and children, the *Absent Parent* information must be completed.
- ♦ If an applicant cannot verify his/her earned income with check stubs or, if self-employed, a tax form, because the earnings are not recorded in the customary fashion, a signed, written declaration stating the amount of gross income and pay period from the employer may be substituted. If that is unavailable, in *extreme cases*, the applicant may self-declare the gross amount and pay period in a signed, written statement.